



# Client Agreement

## Who are Southam Financial Planning Ltd

We operate from high street premises in the market town of Southam in Warwickshire. Neil Goldie, who is the authorised adviser and joint owner of the practice, has nearly over 38 years' experience in the Financial Services industry, 30 of which as an Independent Financial Adviser.

We provide impartial advice across most areas of financial planning, including investing for growth or income, pre and post retirement planning, inheritance tax planning, investing and saving in tax efficient investments such as ISA's and Pensions and saving for school and university expenses. We also provide advice on the 'what if insurances' such as protecting your income in the event of accident or illness, life assurance and critical illness cover. We advise individuals and small to medium size companies.

Our advice is impartial, personal & professional. We never lose sight that your best interests are aligned with ours! In an age of the internet and faceless organisations we have built a successful business through person to person relationships, what you see is what you get, and mutual trust is built up over several years knowing everything we do is meant in our client's best interests. There are occasions when things do not go quite to plan but we are here to try and assist/support and guide you to a better outcome.

As financial products and investments get more sophisticated the need to have unbiased appraisals and professional advice becomes even more important. This is especially so when dealing with the new Pension Freedoms Retirement options and the changing needs of the ageing population.

'We never lose sight that your best interests are aligned with ours'

## Meet the Team



### Neil Goldie

**Director/Independent Financial Adviser**

Following 3 years as an apprentice jockey I went back to college and gained a distinction in BTEC Diploma in Business Studies. From 1985 to 1993 I worked at Guardian Royal Exchange before establishing my IFA business in Nuneaton. In 1999 due to expansion the business merged with Reynolds Insurance Services here in Southam which has continued to grow both from existing and new clients whilst enjoying a strong professional

connection with local accountants Grineaux Accountants Ltd.

Outside of work I enjoy walking with my wife Jane and cocker spaniel Bella especially in the Lake District, I ski, play indoor and outdoor 5 a side football and still enjoy attending some of the iconic horse races during the year. I have supported West Ham all my life and I am a season ticket holder at the Olympic Stadium. I have been married to Jane since 1989 and have 2 grown up children and 1 granddaughter.

### Jane Goldie

**Director/Financial Controller**

I'm married to Neil and look after the finances and accounts of the business. I worked for HSBC for 20 years and 4 years as a market research analyst.

Our dog Bella is also part of the team & is a good companion next to Ellie rather than me. I enjoy walking with her especially in the lakes whilst I have recently started to ski with Neil & our daughter & friends which is great fun, pity I didn't start younger!!





## Ellie Fairbrother-Horne

**Personal Assistant/Client Service Manager**

I am married and mum to two girls. I've been a personal assistant/client service manager to Neil since June 2008 after taking 4 years out to concentrate on my girls. Prior to that I worked as a senior Purchase Ledger Clerk within the motor industry and spent 5 years as an assistant manager within the British Shoe Corporation.

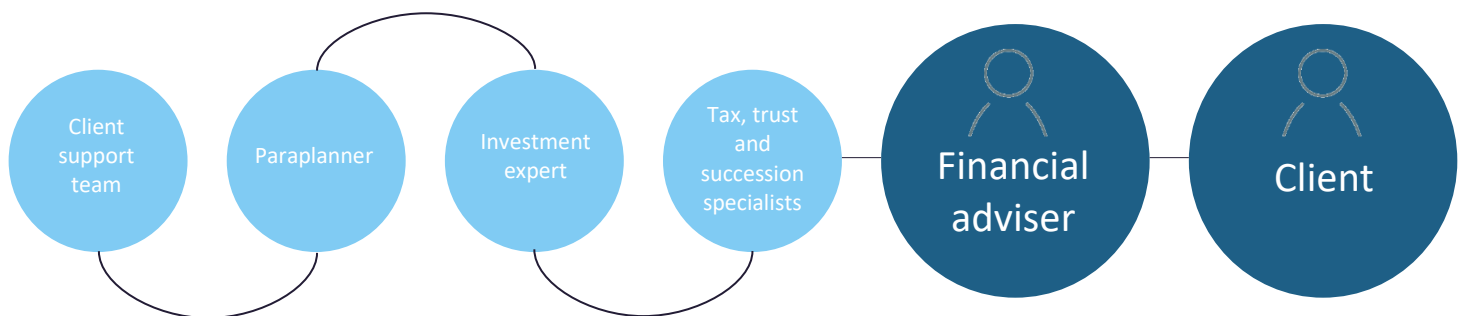
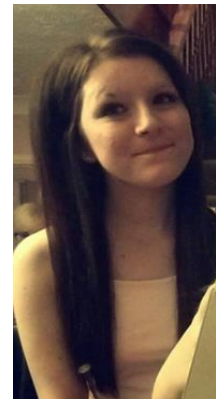
I'm an avid football fan and can be found most weekends cheering on the Saints at Southampton FC.

## Hannah Boswell

**Business Administrator**

I started working for Southam Financial Planning in September 2013 as an apprentice and now assist Neil on a daily basis as his Business Administrator. Previous to this; I studied for my AS Levels before deciding that an apprenticeship was the route I wanted to take.

My hobbies include spending time with my twin sister and friends, dog walking and enjoying my youth.



## What do we bring to a client relationship?

We make the complex things simple.

Life is not a rehearsal, we only get one go at it, so our role is to help you get the most out of it. We do this by working with you to understand what you want to achieve in life and then put in place the financial building blocks to enable you to achieve your goals.

Your financial and personal situation is unique, so your financial plan will be too. We will work with you to establish your goals and use cash flow modelling to breathe life into your money and your plan.

As Independent financial advisers, we then use our expertise and knowledge to select the right products and investments from the whole of the market to deliver your financial plan, to give you peace of mind and allow you the freedom to live your life confident that your money is sorted.

Our ongoing service is personal to you and ensures we keep your goals at the front of your financial planning.

Because life is full of surprises and changes, we will meet with you regularly to review your plan to ensure it adapts for you and your circumstances. We will work with you as your trusted partner to ensure you stay on track.

We will keep you informed and be your partner, somebody you can talk to about money and your finances. We help our clients make better financial decisions and avoid bad ones.

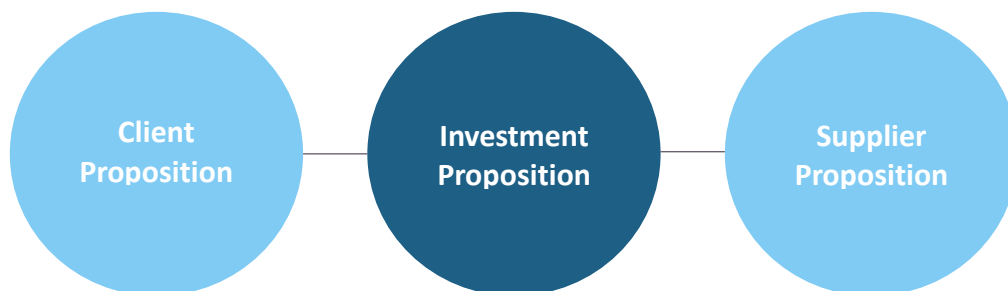
## Our Passion and Beliefs

Our passion and beliefs help create our philosophy on how we aim to provide the best possible support to help meet your financial objectives. We work on a modular basis because we believe it enables us to build, maintain and manage our business processes in the best manner.

Everything we prepare, and construct is designed to meet The Financial Conduct Authority's (FCA's) expectations which are communicated to Southam Financial Planning Ltd. via regular updates and guidance notes. The guidance from the FCA is designed to ensure we follow best practice, keep up to speed with developments and maintain our robust process which helps us deliver good client outcomes.

## Modular Propositions

We have three propositions which we monitor on a regular basis.



**Client Proposition:** Designed to help make sure we provide value for money, keep you informed and meet your goals

**Investment Proposition:** We use this, so we can agree an investment strategy. We source and use investment funds whose aim is to provide returns comparable to the risks you are willing and able to take.

**Supplier Proposition:** Our robust due diligence process helps us decide that the products we use when investing your money are the ones most suitable for you.

All this means nothing if it is out of date, so we make sure that we regularly look at all three propositions and make adjustments and changes if required. This is especially true of our Investment Proposition.

## Who are we authorised by?

Southam Financial Planning Ltd is authorised and regulated by the Financial Conduct Authority. The Financial Conduct Authority (FCA) regulates financial services in the UK and you can check our authorisation and permitted activities on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/firms/systems-reporting/register](http://www.fca.org.uk/firms/systems-reporting/register). Our Financial Services Register number is 705150. The Financial Conduct Authority does not regulate tax planning.

## What services do we offer?

Southam Financial Planning Ltd can act on your behalf in advising you on investments and non-investment insurance contracts. We offer products and services as follows:

**We provide independent investment advice.** We will consider a range of regulated products from the available market that can meet the investment objectives of a retail client but we will only provide a recommendation to you when we know the product is suitable for your personal circumstances.

***You should be aware that investments carry varying degrees of risk and as their underlying value can fall as well as rise you may not get back the full amount invested.***

For **Non-investment protection contracts** we are an intermediary and will act on your behalf when providing advice and making our personal recommendation(s) to you. We will do this based on a fair and personal analysis of insurers for term assurance, income protection, critical illness.

## Your aims and objectives

Unless we notify you in writing to the contrary, we will be treating you as a "retail client" for investment business. This means that you are afforded the highest level of protection under the regulatory system and should have the right to take any complaint to the Financial Ombudsman Service.

Any advice or recommendation(s) we offer to you will only be given after we have assessed your needs and considered your financial objectives, attitude to risk and capacity to bear any losses.

We will also take into account any restrictions that you wish to place on the types of products or investment strategy you would be willing to consider.

## Our Ethical Policy

We are committed to providing the highest standard of financial advice and service possible. The interest of our clients is paramount to us and to achieve this we have designed our systems and procedures to place you at the heart of our business. In doing so, we will:

- be open, honest and transparent in the way we deal with you;
- not place our interests above yours;
- communicate clearly, promptly and without jargon;
- Seek your views and perception of our dealings with you to ensure it meets your expectations or to identify any improvements required.
- Where possible we will adapt our communication means with you according to your needs. Please discuss this with us.

## Our Investment Services and Costs

We provide you with an initial consultation for £25.00 (waived if financial review and options takes place). If you choose not to proceed to financial review and options, you will receive an invoice for £25.00. The purpose of the initial meeting is to help us to understand your financial objectives and will confirm how we can support you in working towards these. We will also discuss the cost, and levels, of our services both initially and throughout our relationship with you.

We charge our services by way of a fee. These fees are based on a percentage of the amount you invest and whether it's a review or implementing. The charges listed below are for the following, some of which we will undertake for you

1. Financial review and options
2. Implementation (lump sums and transfers)
3. Implementation (regular contribution savings or investment)
4. Ongoing Reviews and Changes to Existing Investments

### 1. Financial Review and Options

This can be a continuation from the initial discussion, where agreed, or a further appointment. This process covers the:

- preparing a summary of recommendations based upon your personal circumstances
- preparation of our recommendations to you
- arranging a second appointment to explain and discuss our recommendations in detail.

### Charge

Our charge for the financial review and options is a fixed fee of £571  
(Based on 4.5 hours at £127 per hour)

This fee will be waived wholly or in part should you decide to implement any of our recommendations.

However should you decide not to implement any of our recommendations you can pay this directly following receipt of our invoice.

## 2. Implementation (lump sums and transfers)

Should you instruct us to proceed with any of our recommendations we will act for you in the following ways

- handle all fund and policy administration on your behalf;
- provide regular updates to keep you informed of progress;
- ensure all your documents are issued in line with your expectations;
- provide confirmation of all actions taken on your behalf in writing.

This payment can either be taken from your investment upon receipt by the policy provider or paid directly by you. Where we receive such a payment we will waive our 'financial review and recommendation' fee by the same amount.

### Charge

For implementation of lump sums and transfers the charges are:

- Up to £40,000 : 2.5%
- Then £40,001-£200,000 : 1.5%
- Then £200,001 plus : 1%

Subject to a minimum of : £1,073  
Subject to a minimum of : £705 if ongoing advice is agreed/needed  
Subject to a maximum of : £10,000

You can pay this directly, or by deduction from the policy once the policy commences. On receipt of this payment we will waive our 'financial review and recommendation' fee by the same amount with any balance falling due at the same time.

#### Example 1

If we arrange an investment on your behalf for £200,000 our maximum Implementation fee would be £3,400 (£40,000 x 2.50% + £160,000 x 1.50%). As this is more than the 'financial review and recommendation' fee of £571 and more than the minimum of £1,073 no other charge would be applied. The maximum total fee payable would be £3,400.

#### Example 2

If we arrange an investment on your behalf for £15,000 our Implementation fee would be £375 (£15,000 x 2.50%). As this is less than the 'financial review and recommendation' fee of £571 and less than the minimum £1,073 an additional charge of £698 would be applied. The total fee payable would be £1,073.

#### Example 3

If we arrange an investment on your behalf for £500,000 our maximum Implementation fee would be £6,400 (£40,000 x 2.50% + £160,000 x 1.5% + £300,000 x 1.00%). As this exceeds the 'financial review and recommendation' fee of £571 and the minimum of £1,073 no other charge would be applied. The maximum total fee payable would be £6,400.



### 3. Implementation (regular contribution savings or investment)

Should you instruct us to proceed with any of our recommendations we will act for you in the following ways

- handle all fund and policy administration on your behalf;
- provide regular updates to keep you informed of progress;
- ensure all your documents are issued in line with your expectations;
- provide confirmation of all actions taken on your behalf in writing.

This payment can either be taken from your investment upon receipt by the policy provider or paid directly by you. Where we receive such a payment we will waive our 'financial review and recommendation' fee by the same amount.

#### Charge

Our charge for implementing a regular contribution savings or investment plan is :

- ISA / Collective regular contribution – £600
- Pension regular contribution – £600

You can pay this directly, or this can be deducted by instalments from each monthly contribution over 12 months on commencement of the policy. On receipt of this payment we will waive our 'financial review and recommendation' fee by the same amount.

#### Example 1

If we undertake an ISA regular contribution on your behalf, the charge for this would be £600. As this exceeds the 'financial review and recommendation' fee no other charges would be applied. The total fee payable would be £600.

#### Example 2

If we undertake a Pension regular contribution on your behalf, the charge for this would be £600. As this exceeds the 'financial review and recommendation' fee no other charges would be applied. The total fee payable would be £600.

If taken from your investment upon receipt by the policy provider

12 payments will be deducted from month 1 to month 12, and if there is any balance this will be paid directly by you at the start of your policy.

**Example 1**

If your monthly contribution to your ISA is £1,000 our implementation fee would be £600. This will be collected by deducting £50 ( $£600 / 12$ ) from each monthly contribution for months 1 to 12.

**Example 2**

If your monthly contribution to your Pension is £250 our implementation fee would be £600. This will be collected by deducting £50 ( $£600 / 12$ ) from each monthly contribution for months 1 to 12.

Should you decide to pay this charge through your policy and payments to the policy subsequently cease, we will calculate the total payments received to date and charge you the balance against the 'financial review and options' fee.

**Example 1**

If your monthly contribution to your ISA is £100, we will deduct £50 from each monthly contribution until paid in full. Should payments cease after month 6 (and £300 has been collected) the difference between this and 'Implementation of a regular contribution for an ISA' fee of £600 would be charged i.e. £300.

**Non-Investment Protection and General Insurance contracts**

When we arrange the sale of a protection or insurance contract, we will not charge you a fee, as we will receive a commission from the provider/insurer. The amount of this will be disclosed to you in the product literature.

#### 4. Ongoing Reviews and Changes to Existing Investments

We will discuss the full range of our on-going services during our initial consultation. These services include, but are not limited to, providing you with:

- structured reviews to give you peace of mind;
- assessment of your circumstances and any changes to your plans that are needed;
- regular updates and information regarding your holdings;
- a choice of differing levels of support depending on your needs;
- Ongoing support with correspondence and administration issues.

Details of these different levels of services are contained in our Service Proposition and Engagement document. We will agree separately the level of on-going services at the time of, or prior to, making our recommendation(s) to you. Our standard costs are 0.5% per annum and dependant on the delivery you require and are based on the value of your investment(s) at each 12 month anniversary, and are paid monthly/annually in arrears.

It should be noted that if you choose any of our ongoing management services they are subject to a **minimum fee**.

Where we agree to provide ongoing services you can choose to cancel this at any time by providing us with written confirmation of your decision. Payments would then cease within 7 business days or after collection of any due proportion of any period charges if later. The charges listed can be deducted from your investments or paid directly by you.

Charge	
Financial Advice Service	: 0.5% / Review Frequency: annually / minimum £448 pa
Financial Planning Service	: 0.5% / Review Frequency: annually / minimum £669 pa
Wealth Management Service	: 0.5% / Review Frequency: 6 monthly / minimum £ 1338 pa

#### 5. Protection Services and Costs

Similar to our investment services above, we will provide you with a personal and financial review prior to making our recommendation(s) to you. Should you accept our recommendation(s) we will arrange the implementation of this/these for you. The reasons for our recommendations will also be provided to you in a written report.

We do not charge a fee for our protection services as we will normally receive commission from the policy provider. You will not be subject to VAT for this service.

## **Cancellation rights**

In most cases you can exercise a right to cancel by withdrawing from the contract. In general terms you will normally have a 30 day cancellation period for a life, pure protection, payment protection or pension policy and a 14 day cancellation period for all other policies.

For pure protection policies the start of the cancellation period will normally begin when you are informed that the contract has been concluded or, if later, when you have received the contractual terms and conditions. In other cases, the cancellation period will begin on the day the contract is concluded or, if later, the day on which you receive the contractual terms and conditions. Instructions for exercising the right to cancel, if applicable, will be contained in the relevant product disclosure information which will be issued to you.

If you cancel a single Contribution contract, you may be required to pay for any loss you might reasonably incur in cancelling it which is caused by market movements. This means that, in certain circumstances, you might not get back the full amount you invested if you cancel the policy.

## **Client money**

Southam Financial Planning Ltd is not permitted to handle client money and we cannot accept a cheque made out to us (unless it is in respect of an item for which we have sent you an invoice) or handle cash.

## **Documentation**

We will endeavour to make arrangements for all your investments to be registered in your name unless you first instruct us otherwise in writing. All policy documents will be forwarded to you as soon as practicable after we receive them. If there are a number of documents relating to a series of transactions, we will normally hold each document until the series is complete and then forward them to you.

## **Instructions**

We only accept instructions in writing (paper or electronic means) to aid clarification and avoid future misunderstandings. Please note we will not act on oral instructions to avoid any possible misunderstandings

## **Material Interest**

We will act honestly, fairly and professionally known as conducting business in 'Client's best interest' regulations. Occasionally situations may arise where we or one of our other clients have some form of interest in business transacted for you. If this happens or we become aware that our interests or those of one of our other clients conflict with your interest, we will write to you and obtain your consent before we carry out your instructions, and detail the steps we will take to ensure fair treatment.

In accordance with the rules of our regulator, The Financial Conduct Authority, we are prohibited from accepting any payment (commission or other non-monetary benefits) which is likely to conflict with the duty of the firm to its clients.

## **Complaints**

If you wish to register a complaint, please write to Southam Financial Planning Ltd at 1B Daventry Street, Southam, Warwickshire, CV47 1PH or telephone 01926 812229.

A summary of our internal complaints handling procedures for the reasonable and prompt handling of complaints is available on request and if you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or by contacting them on 0800 0234567.

## Compensation Scheme

If you make a complaint and we are unable to meet our liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme. For investment business you will be covered up to a maximum of £85,000.

Further information about these amounts and limits for all other product types are available from the FSCS at <http://www.fscs.org.uk/what-we-cover/products>

## VAT

Under current legislation our services are not subject to VAT but should this change in future, and where VAT becomes due, we will notify you before conducting any further work.

## Anti-money laundering

We are required by the anti-money laundering regulations to verify the identity of our clients, to obtain information as to the purpose and nature of the business which we conduct on their behalf, and to ensure that the information we hold is up-to-date. For this purpose we may use electronic identity verification systems and we may conduct these checks from time to time throughout our relationship, not just at the beginning.

## Law

This client agreement is governed and shall be construed in accordance with English Law and the parties shall submit to the exclusive jurisdiction of the English Courts.

## Force Majeure

Southam Financial Planning Ltd shall not be in breach of this Agreement and shall not incur any liability to you if there is any failure to perform its duties due to any circumstances reasonably beyond its control.

## Termination

The authority to act on your behalf may be terminated at any time without penalty by either party giving seven days' notice in writing to that effect to the other, but without prejudice to the completion of transactions already initiated. Any transactions effected before termination and a due proportion of any period charges for services shall be settled to that date.

## Declaration

This is our standard client agreement upon which we intend to rely. For your own benefit and protection, you should read these terms carefully before signing them. If you do not understand any point, please ask for further information.

I/We are aware of the costs of the Financial Review and Recommendation(s), and where appropriate, the Policy Arrangement and Implementation services and agree to the method and timing of these.

My/Our preferred method of paying these costs is (please tick as appropriate)

(Where possible) by deduction from the policy

You should note that when paid through the investments it may reduce your personal tax thresholds and/or exemption levels. Where this happens, we will discuss it with you and confirm it in your personal recommendation report.

By direct debit

By cheque

Signed:

Print Name:

Date:

Signed:

Print Name:

Date:

Signed on behalf of Southam Financial Planning Ltd.

Print Name:

Date: